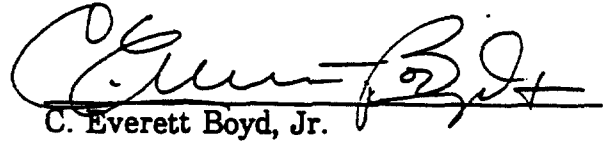


CERTIFICATE OF SERVICE

I CERTIFY that a copy of the Complaint of Sprint Communications Company Limited Partnership, d/b/a Sprint, and Sprint Metropolitan Networks, Inc., Against BellSouth Telecommunications, Inc., has been hand delivered to Nancy Sims, BellSouth Telecommunications, Inc., 150 South Monroe Street, Tallahassee, FL 32301, this 10th day of October, 1997.


C. Everett Boyd, Jr.

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

In Re:	Complaint of Sprint Communications)	DOCKET NO.
	Company Limited Partnership, d/b/a)	
	Sprint, and Sprint Metropolitan Networks,)	Filed: October 10, 1997
	Inc., Against BellSouth Telecommunica-)	
	tions, Inc.)	

**EXHIBITS IDENTIFIED IN COMPLAINT OF
SPRINT AGAINST BELL SOUTH**

- A. Operational letter dated 4/18/96. (Page 4)
- B. Issues List, October 1996. (Page 5)
- C. Interconnection Agreement-SMNI/BST. (Page 6)
- D. Letter from Melissa Closz, 4/18/97, to Carol Jarman. (Page 7)
- E. Letter from Jarman, 4/25/97. (Page 7)
- F. Letter from Head, 5/1/97. (Page 8)
- G. Letter from Baker, 5/5/97. (Page 8)
- H. Chart - Data compiled since 4/97. Late FOC. (Page 10)
- I. Instances in April-September 1997 time frame - BST failed to identify sites where facilities upgrades had to be completed prior to installation of services. (Page 11)
- J. Letter from Closz to Jarman, 5/19/97. (Page 13)
- K. Affidavit of Julia Downs. (Page 19)
- L. Letter from Head to Baker, 6/18/97. (Page 20)
- M. Letter from Baker to SMNI sales personnel, 7/1/97, re BST responsibility for latest service interruptions. (Page 21)
- N. Letter from Jarman to Closz, 7/18/97, re number portability. (Page 21)
- O. Affidavit of Bill Pickering. (Page 21)
- P. Affidavit of Sean Laney. (Page 21)
- Q. Affidavit of Rocky Santomissino. (Page 23)
- R. Affidavit of George Pegram. (Page 14)
- S. Letter to FPSC on SMNI Transfer to Sprint LP. (Page 1)

EXHIBIT “A”

EXHIBIT "A"

Page 1 of 1



Rox 162922 MK 4380
Altamonte Springs, Florida 32716-29
Phone 407-875-1142
Fax 407-875-5489

Melissa L. Closs
General Manager
Sprint Metropolitan Networks, Inc

April 18, 1996

Mr. Robert Scheye
Senior Director
Strategy Development Core Business
BellSouth Telecommunications
675 Peachtree Street, N.E.
Atlanta, Georgia 30375

Dear Mr. Scheye:

Sprint Metropolitan Networks, Inc. and BellSouth Telecommunications have signed a stipulation for the purpose of interconnecting the networks of the companies and facilitating the introduction of local exchange competition.

The intent of the stipulation is to provide the framework to allow our two companies to move forward in a spirit of cooperation as we mutually determine the specifics of the operating requirements.

Sprint Metropolitan Networks, Inc. has a targeted implementation date of May 1, 1996. Our companies have been working together to prepare the technical requirements for the exchange of traffic and upon completion of this letter, implementation can proceed.

Please sign both originals and return one to SMNI.

Thank you for your quick response.

BellSouth Telecommunications, Inc.

By: [Signature]
(Authorized Signature)

Name: ROBERT C SCHEYE
(Print or Type)

Title: Sr Dir

Date: 4/29/96

Sprint Metropolitan Networks, Inc.

By: [Signature]
(Authorized Signature)

Name: Melissa L. Closs

Title: General Manager

Date: 4-18-96

EXHIBIT “B”

EXHIBIT "B"

Page 1 of 1

SMNI - BellSouth Discussion Issues

10/28/96

1. Establish local or toll-free 'conference call number' for coordination of cutovers
Today, the conference call number is long distance to area code 205. The majority of the participants are local OSP, Central Office and management personnel. Establishing a local or 'toll free' number would benefit the local participants.
2. Coordination of cutovers.
Provide a list of contacts for SMNI to use during cutovers. Establish procedures for SMNI to directly contact different departments involved in provisioning service order requests and cutover of services.
3. Establish a set interval for service orders.
Set tentative timelines to be used when ordering services that will enable Due Dates to be established at the time the services are ordered. Such as: An order for DS0, end to end will take 5 working days to install. An order for DS1 through the Magnolia Colocate will take 7 working days to install. An order for DS0 at the customer location, provisioned on a DS1 from LkMary through the Magnolia Colocate will take 8 working days to install. A request to 'hotcut' a customer with 50 lines will take 10 working days to provision and coordinate. These dates are not meant to be suggested time frames, just 'off the cuff' examples of needed information.
4. Ability to test lines prior to the cut dates.
During the 'hotcut' for Fry, Hammond & Barr on 10/24, the BellSouth ACAG center began testing of the SMNI circuits at 5:30 using the 'SMAS' points. This test verified the SMNI dialtone and line from SMNI CO to the SMAS point(probably in the BellSouth CO). Then testing was done from the customer location to the SMAS point. This process took the majority of the time spent during the entire cutover, approximately 1 - 1 1/2 hours. Once completed, the BellSouth CO was instructed to disconnect the IFR line and connect the DS0. Then number portability was enabled by the RCMAG group. This only took about 30 minutes.
 - A. SMNI would prefer to test the SMNI loop (from the SMNI CO to the BellSouth end central office SMAS point) prior to the cutover.
 - B. Also, of the three customers already cutover in Magnolia area:
 - Coastline - duplicate facilities installed prior to cutover
 - Knight Images - new customer with new facilities installed for DS0's
 - Fry, Hammond - 'hotcut' of existing facilitiesall three cutovers have resulted in trouble being found on the BellSouth DS0 circuits used to deliver the SMNI dialtone. These DS0 circuits should be properly tested and accepted by BellSouth prior to the cut."Pre testing" of the circuits by BellSouth and SMNI would speed up cutovers and decrease trouble reports and service problems, and lower 'downtime' of the customers service, resulting in better productivity and customer service during cutovers.
5. Access CSR, Customer Service Record
Establish process to request and receive CSR information in a timely manner. Delivery of information could be accomplished utilizing fax or Internet/electronic mail system. Temporary process involves processing request to BellSouth COG, who in turn prints record and faxes or uses overnight delivery service.
6. Exchange list of contacts, for informational and informal requests, including phone numbers, Email addresses, after hours numbers, local contacts (BellSouth), emergencies numbers, etc.

EXHIBIT “C”

EXHIBIT "C"

Page 1 of 121

**INTERCONNECTION AGREEMENT
BETWEEN SPRINT METROPOLITAN
NETWORKS, INC. AND BELL SOUTH
TELECOMMUNICATIONS, INC.**

January 1, 1997

EXHIBIT "C"

Page 2 of 121

TABLE OF CONTENTS

	<u>PAGE</u>
I. <u>RECITALS AND PRINCIPLES</u>	1
II. <u>SCOPE OF THE AGREEMENT</u>	2
III. <u>DEFINITIONS</u>	2
IV. <u>ACCESS TO UNBUNDLED NETWORK ELEMENTS</u>	2
A. <u>General Requirements</u>	2
B. <u>Interconnection with Network Elements</u>	3
C. <u>Order Processing</u>	6
D. <u>Conversion of Exchange Service to Network Elements</u>	7
E. <u>Service Quality</u>	8
F. <u>Network Information Exchange</u>	9
G. <u>Maintenance and Trouble Resolution</u>	9
H. <u>Billing for Network Elements</u>	12
I. <u>Addition of Network Elements</u>	12
V. <u>LOCAL TRAFFIC INTERCONNECTION ARRANGEMENTS</u>	12
A. <u>Types of Local Traffic to Be Exchanged</u>	12
B. <u>Designated Points of Interconnection</u>	13
C. <u>Facilities for Local Interconnection</u>	15
D. <u>Trunking and Signaling</u>	16
E. <u>Network Management</u>	19
F. <u>Local Number Assignment</u>	21
G. <u>Cross-Connection to Other Collocators</u>	21
VI. <u>LOCAL TRAFFIC EXCHANGE</u>	22
A. <u>Exchange of Traffic</u>	22
B. <u>Compensation</u>	22
C. <u>Transitted Traffic</u>	22
VII. <u>MEET-POINT BILLING ARRANGEMENTS</u>	23
A. <u>Applicability of OBF Guidelines</u>	23
B. <u>Meet-Point Interconnection</u>	23
C. <u>Tariffs</u>	25
D. <u>Billing and Data Exchange</u>	25
E. <u>Toll Free IXC Traffic</u>	26
F. <u>MPB Billing Percentages</u>	26
G. <u>Special Arrangements</u>	27
VIII. <u>TOLL TRAFFIC INTERCONNECTION</u>	28

EXHIBIT "C"

Page 3 of 121

TABLE OF CONTENTS (cont'd)

IX.	<u>NUMBER RESOURCE ARRANGEMENTS</u>	28
X.	<u>ACCESS TO POLES, DUCTS, CONDUITS, AND RIGHTS OF WAY</u>	30
XI.	<u>ANCILLARY SERVICES AND PLATFORM ARRANGEMENTS</u>	31
	A. <u>800 Traffic</u>	31
	B. <u>911/E-911</u>	32
	C. <u>Provision of Operator Services</u>	33
	D. <u>Transfer of Service Announcements</u>	34
	E. <u>Coordinated Repair Calls</u>	34
	F. <u>Busy Line Verification and Interrupt</u>	35
	F.1 <u>Description</u>	35
	F.2 <u>Compensation</u>	35
	G. <u>Directory Assistance (DA)</u>	35
	G.1 <u>Description</u>	35
	G.2 <u>Compensation</u>	35
	H. <u>Directory Listings and Directory Distribution</u>	36
	I. <u>Access to Signaling and Signaling Databases</u>	36
XII.	<u>TELEPHONE NUMBER PORTABILITY ARRANGEMENTS</u>	37
XIII.	<u>DISCONNECTION OF CUSTOMERS</u>	40
XIV.	<u>RESALE OF BELL SOUTH LOCAL EXCHANGE SERVICES</u>	41
XV.	<u>RESPONSIBILITIES OF THE PARTIES</u>	41
XVI.	<u>NETWORK DESIGN AND MANAGEMENT</u>	43
XVII.	<u>TERM</u>	43
XVIII.	<u>IMPLEMENTATION OF AGREEMENT</u>	45
XX.	<u>FORCE MAJEURE</u>	45
XXI.	<u>LIABILITY AND INDEMNIFICATION</u>	45
XXIII.	<u>DEFAULT</u>	48
XXIV.	<u>NONDISCLOSURE</u>	48
XXV.	<u>ARBITRATION</u>	50

EXHIBIT "C"

Page 4 of 121

TABLE OF CONTENTS (cont'd)

XXVI. <u>WAIVERS</u>	51
XXVII. <u>GOVERNING LAW</u>	51
XXVIII. <u>ARM'S LENGTH NEGOTIATIONS</u>	51
XXIX. <u>NOTICES</u>	51
XXX. <u>ENTIRE AGREEMENT</u>	52
ATTACHMENT A (Operating Subsidiaries of Sprint Metropolitan Network, Inc.)	1
ATTACHMENT B (Definitions)	1
ATTACHMENT C-1 (Collocation Rates)	15
ATTACHMENT C-2 (Unbundled Exchange Access Loops)	20
ATTACHMENT C-3 (Loop Channelization)	23
ATTACHMENT C-4 (Unbundled Exchange Ports)	24
ATTACHMENT C-5 (Signalling Rates)	25
ATTACHMENT C-6 (LIDB Storage)	28
ATTACHMENT C-7 (LIDB Validation)	
ATTACHMENT C-8 (Directory Listings)	
ATTACHMENT C-9 (911 Access)	
ATTACHMENT C-10 (Operator Call Processing Access Service)	1
ATTACHMENT C-11 (Directory Assistance Access Service)	1
ATTACHMENT C-12 (CMDS Hosting)	1
ATTACHMENT C-13 (Non-Sent Paid Report System)	
ATTACHMENT D (Liquidated Damages/Loop Intervals)	
ATTACHMENT E (SPNP-DID Interim Rates)	

EXHIBIT "C"

Page 5 of 121

TABLE OF CONTENTS (cont'd)

ATTACHMENT F (Blanket Agency Agreement) 8

EXHIBIT "C"

Page 6 of 121

INTERCONNECTION AGREEMENT BETWEEN SMNI AND BELL SOUTH TELECOMMUNICATIONS

Pursuant to this Interconnection Agreement (Agreement), Sprint Metropolitan Network, Inc. (collectively "SMNI"), and BellSouth Telecommunications, Inc. (collectively, "BellSouth") (collectively, "the Parties") agree to extend certain interconnection arrangements to one another within each LATA in which they both operate within the state of Florida, as described and according to the terms, conditions and pricing specified hereunder. This Agreement is an integrated package that reflects a balancing of interests critical to the Parties and is not inconsistent with Sections 251, 252 and 271 of the Telecommunications Act of 1996. The Agreement represents a negotiated compromise and is entered without prejudice to any positions which either party has taken, or may take in the future, before any legislative, regulatory, judicial or other governmental body.

I. RECITALS AND PRINCIPLES

WHEREAS, BellSouth is an incumbent local exchange telecommunications company (ILEC) authorized to provide telecommunications services in the states of Alabama, Florida, Georgia, Kentucky, Louisiana, Mississippi, North Carolina, South Carolina and Tennessee; and

WHEREAS, SMNI is a competitive local exchange telecommunications company (CLEC) which is authorized or plans to become authorized to provide local telecommunications services in Florida; and

WHEREAS, the interconnection and interoperability of the Parties' respective local networks is required to facilitate the introduction of local exchange service competition and fulfill the objectives of the Telecommunications Act of 1996 (Telecommunications Act); and

WHEREAS, universal connectivity and interoperability between competing telecommunications carriers is necessary for the termination of traffic on each carrier's network; and

WHEREAS, the Parties intend that BellSouth should unbundle certain basic network elements and make them available for purchase by SMNI; and

WHEREAS, the Parties agree that this Agreement shall be filed with the appropriate state commissions in compliance with Section 252 of the Telecommunications Act;

EXHIBIT "C"

Page 7 of 121

NOW, THEREFORE, in consideration of the mutual provisions contained herein and other good and valuable consideration, the receipt and sufficiency of which are hereby acknowledged, SMNI and BellSouth hereby covenant and agree as follows:

II. SCOPE OF THE AGREEMENT

This Agreement will govern the interconnection arrangements between the Parties to facilitate the interconnection of their facilities and the connection of local and interexchange traffic initially in the state of Florida. This agreement will further govern the unbundling of BellSouth network elements in the same state.

III. DEFINITIONS

The definitions contained in Attachment B are intended to define and govern how the technical terms included therein are used in this Agreement. However, except as provided herein, the inclusion or exclusion of any particular definition is not intended by either party to limit, or to define technical interface, reliability, performance or throughput parameters for the network elements that both Parties expect to interconnect and interoperate.

The minimum performance, reliability, throughput and operational characteristic of elements identified herein, as well as physical and logical interface standards utilized, unless otherwise specifically provided herein, are according to generally accepted industry standards as defined by the ITU (ISO/CCITT), ANSI, or the Network Management Forum, whichever is more specific. Where standards are not yet fully defined, the Parties agree to take reasonable steps to insure that interface designs are modularized and retrofitable to any pending standard at the least cost to the interconnecting Parties.

IV. ACCESS TO UNBUNDLED NETWORK ELEMENTS

BellSouth shall unbundle Network Elements used in the provision of a telecommunications service and offer them for resale to SMNI as provided hereafter. SMNI shall be entitled to request, and BellSouth shall provide, access to any such unbundled Network Element(s). BellSouth shall unbundle and separately price and offer those elements such that SMNI will be able to lease and interconnect to whichever of these unbundled Network Elements SMNI requires, and combine the BellSouth-provided Network Elements with any facilities and services that SMNI may itself provide or obtain from other telecommunications carriers, in order to offer telecommunications services to other telecommunications carriers and end users. Such Network Elements shall be offered as provided hereafter.

EXHIBIT "C"

Page 8 of 121

A. General Requirements

- A.1 The Parties hereto mutually understand and agree that the array of Network Elements is steadily evolving and expanding. The initial set of Network Elements and attendant services to be made available by BellSouth hereunder is included as Attachment C hereto. Network Elements will be provided subject to the rules, terms and conditions expressed in this Article and in Attachment C. It is understood, however, that either Party may add Network elements to the listing contained in Attachment C as the BellSouth network changes or additional Network Elements are identified. It is especially acknowledged, without limitation, that the list of Network Elements may be expanded by either Party to include Network Elements identified in relevant FCC or state commission regulations or orders, or made available by BellSouth to other telecommunications carriers pursuant to other interconnection agreements. The addition or inclusion of additional Network Elements shall be made in accordance with subsection IV.I hereof.
- A.2 Without limitation, BellSouth agrees to provide SMNI access to all Network Elements identified in Attachment C hereto. Wherever technically feasible, interconnection shall be offered at both the line and trunk side of each discrete Network Element. It is agreed that interconnection will be made available by BellSouth to SMNI at any technically feasible point. BellSouth must implement physical and logical interconnection points consistent with generally accepted industry standards.
- A.3 The initial pricing of the initial unbundled Network Elements shall be as set forth in Attachment C, except that initial pricing of unbundled loops, switch ports and other network elements will be established through state commission arbitration as provided in Article XXV hereof and Attachment C hereto. The initial pricing may be revised by mutual agreement or at SMNI's election pursuant to Article XXII hereof.
- A.4 It is agreed that SMNI may combine network elements purchased hereunder as required to provide any local, toll or access service. However, if SMNI recombines network elements to mirror an existing retail service, the resale rate shall apply.

EXHIBIT "C"

Page 9 of 121

B. Interconnection with Network Elements

- B.1 Interconnection shall be achieved via collocation arrangements SMNI shall maintain at a BellSouth wire center or other BellSouth network point.
- B.2 At SMNI's discretion, each unbundled loop or port element shall be delivered to the SMNI collocation arrangement over an individual 2-wire hand-off, in multiples of 24 over a digital DS-1 hand-off in any combination or order SMNI may specify, in multiples of 672 over a digital DS-3 hand-off in any combination or order SMNI may specify, or through other technically feasible and economically comparable hand-off arrangements requested by SMNI (e.g., SONET STS-1 hand-off). Economically comparable as used in this section refers to an economically comparable effect upon SMNI and is not meant to ensure an equivalent revenue stream or contribution level to BellSouth.
- B.3 BellSouth will permit SMNI to collocate DLC systems in conjunction with collocation arrangements SMNI maintains at a BellSouth wire center, for the purpose of interconnecting to unbundled loop elements. SMNI will have the option of purchasing BellSouth unbundled transport (at any transmission level) between placed equipment and the SMNI network.
- B.4 SMNI may access BellSouth's unbundled loops via collocation at the BellSouth wire center where those elements exist. Each loop or port shall be delivered to SMNI's collocation by means of a cross connection.
- B.5 BellSouth shall provide SMNI access to its unbundled loops at each of BellSouth's Wire Centers. In addition, if SMNI requests one or more loops serviced by Integrated Digital Loop Carrier or Remote Switching technology deployed as a loop concentrator, BellSouth shall, where available, move the requested loop(s) to a spare, existing physical loop. If, however, no spare physical loop is available, BellSouth shall within forty-eight (48) hours of SMNI's request notify SMNI of the lack of available facilities. SMNI may then, at its discretion, make a network element request for BellSouth to provide the unbundled loop through the demultiplexing of the integrated digitized loop(s).
- B.6 Where BellSouth utilizes digital loop carrier (DLC) technology to provision the loop element of an unbundled exchange service to an end user customer who subsequently determines to assign the loop element to SMNI and receive Exchange Service from SMNI via such loop, BellSouth shall deliver such loop to SMNI on an unintegrated basis, pursuant to SMNI's chosen

EXHIBIT "C"

Page 10 of 121

hand-off architecture, without a degradation of end user service or feature availability as supported by SMNI's chosen hand-off architecture.

- B.7 Except as otherwise specified herein, all dedicated transport-based features, functions, service attributes, grades-of-service, install, maintenance, and repair intervals which apply to BellSouth's bundled local exchange service shall apply to unbundled loops.
- B.8 Except as otherwise specified herein, all switch-based features, functions, service attributes, grades-of-service, and install, maintenance, and repair intervals which apply to BellSouth's bundled local exchange service shall apply to unbundled ports.
- B.9 BellSouth will permit any customer to convert its bundled local service to an unbundled element or service and assign such unbundled element or service to SMNI, with no penalties, rollover, termination or conversion charges to ACSI or the customer, except as specifically provided in Attachment C-2 hereto or pursuant to the terms of a specific customer service agreement (unless superseded by government action).
- B.10 BellSouth will permit SMNI to collocate remote switching modules and associated equipment in conjunction with collocation arrangements SMNI maintains at a BellSouth wire center, for the purpose of interconnecting to unbundled loop or link elements.
- B.11 When available to any other telecommunications carrier or other customer, BellSouth shall provide SMNI with an appropriate on-line electronic file transfer arrangement by which SMNI may place, verify, and receive confirmation on orders for unbundled elements, and issue and track trouble-ticket and repair requests associated with unbundled elements. In the interim, batch file arrangements specified in BellSouth's current Facilities Based Carrier Operating Guide (FBOG) shall apply. EXACT electronic interface is the BellSouth preferred method by which to order unbundled elements. BellSouth shall provide SMNI with the ability to order any defined network element using OBF or other mutually agreed upon ordering/provisioning codes.
- B.12 It is expressly agreed that interconnection will be afforded equally regardless of the transmission medium selected by the interconnector, i.e., digital or analog loops, conditioned circuits, ISDN, SONET, etc., so that networks and applications can evolve unencumbered by the available degree of interconnectivity when such elements are available.

EXHIBIT "C"

Page 11 of 121

- B.13 Wherever technically possible, it is expressly agreed and understood that BellSouth will provide interconnection on both the line side and trunk side of each unbundled Network Element. Where interconnection is ordered to the line side of a Network Element, interconnection shall be on a hard-wired (not software driven) basis.
- B.14 The Parties shall attempt in good faith to mutually devise and implement a means to extend the unbundled loop sufficient to enable SMNI to use a collocation arrangement at one BellSouth location (e.g., tandem switch) to obtain access to the unbundled loop(s) at another such BellSouth location over BellSouth facilities.
- B.15. BellSouth shall develop a process to identify the carrier for each unbundled loop and establish automated intercompany referral and/or call hand-off processes. In addition, BellSouth will not in any way hinder SMNI from deploying modern DLC equipment (TR303) throughout the unbundled loop/transport network.

C. Order Processing

- C.1 SMNI shall place orders for unbundled loops (and other network elements) through completion and submission of a service request specified in the FBOG. The installation time intervals which shall apply thereto are as expressed in IV.D hereafter.
- C.2 Order processing for unbundled loops will be fully mechanized, in form substantially similar to that currently used for ordering of special access services. Automated interfaces shall be provided into a centralized operations support systems database for determining service availability on loops (e.g., ISCON), confirmation of order acceptance and ongoing order status. If made available by BellSouth to any other telecommunications carrier, automated interfaces shall be provided in a centralized operations support systems database for installation scheduling, confirmation of circuit assignments and completion confirmation.
- C.3 Particular combinations of elements, hereafter referred to as combinations, identified and described by SMNI can be ordered and provisioned as combinations, and not require the enumeration of each element within that combination in each provisioning order, consistent with OBF or other mutually agreed upon procedures.

EXHIBIT "C"

Page 12 of 121

- C.4 Appropriate ordering/provisioning codes will be established for each identified combination, consistent with OBF or other mutually agreed upon procedures.
 - C.5 When combinations are ordered where the elements are currently interconnected and functional, those elements will remain interconnected and functional (except for the integrated SLC).
 - C.6 When available, BellSouth will provide SMNI with the ability to have the BellSouth end office AIN triggers initiated via a service order from SMNI.
 - C.7 SMNI and BellSouth will negotiate in good faith to create a mutually acceptable standard service order/disconnect order format, consistent with OBF or other mutually agreed upon procedures.
 - C.8 BellSouth shall exercise best efforts to provide SMNI with the "real time" ability to schedule installation appointments with the customer on-line and access to BellSouth's schedule availability beginning in the second calendar quarter of 1997. In the interim, BellSouth will make best effort to install unbundled loops and other network elements by the Customer Desired Due Date (CDDD) where facilities permit.
 - C.9 When available to any other telecommunications carrier or other customer, BellSouth shall provide "real time" response for firm order confirmation, due date availability/scheduling, dispatch required or not, identify line option availability by Local Service Office (LSO) (such as digital copper, copper analog, ISDN), completion with all service order and time and cost related fees, rejections/errors on service order data element(s), jeopardies against the due date, missed appointments, additional order charges (construction charges), order status, validate street address detail, and electronic notification of the local line options that were provisioned. This applies to all types of service orders and all network elements.
 - C.10 BellSouth will provide to SMNI escalation procedures for ordering and provisioning.
- D. Conversion of Exchange Service to Network Elements
- D.1 Installation intervals for service established via Unbundled loops will be handled in the same timeframe as BellSouth provides services to its own customers, as measured from date of customer order to date of customer

EXHIBIT "C"

Page 13 of 121

delivery. BellSouth will make best effort to install unbundled loops and other network elements by the Customer Desired Due Date (CDDD) where facilities permit.

- D.2 On each unbundled network element order in a wire center, SMNI and BellSouth will agree on a cutover time at least 48 hours before that cutover time. The cutover time will be defined as a three hour window within which both the SMNI and BellSouth personnel will make telephone contact to complete the cutover.
- D.3 Within the appointed 60 minute cutover time, the SMNI contact will call the BellSouth contact designated to perform cross-connection work and when the BellSouth contact is reached in that interval, such work will be promptly performed.
- D.4 If the SMNI contact fails to call or is not ready within the appointed interval and if SMNI has not called to reschedule the work at least eight (8) hours, but not less than two (2) hours prior to the start of the interval, BellSouth and SMNI will reschedule the work order.
- D.5 If the BellSouth contact is not available or not ready at any time during the 60 minute interval, SMNI and BellSouth will reschedule and BellSouth will waive the non-recurring charge for unbundled elements scheduled for that interval.
- D.6 The standard time expected from disconnection of a live Exchange Service to the connection of the unbundled element to the SMNI collocation arrangement is 15 minutes. If BellSouth causes an Exchange Service to be out of service due solely to its failures for more than 30 minutes, BellSouth will waive the non-recurring charge for that unbundled element.
- D.7 If unusual or unexpected circumstances prolong or extend the time required to accomplish the coordinated cut-over, the Party responsible for such circumstances is responsible for the reasonable labor charges of the other Party. Delays caused by the customer are the responsibility of SMNI.
- D.8 If SMNI has ordered Service Provider Number Portability (SPNP) as part of an unbundled loop installation, BellSouth will coordinate implementation of SPNP with the loop installation.
- D.9 The conversion/installation time intervals which shall apply to unbundled loops and network elements shall be as expressed herein.

EXHIBIT "C"

Page 14 of 121

E. Service Quality

- E.1 At a minimum, the service quality of leased network elements should match that of BellSouth's own elements and conform to all Bellcore and ANSI requirements applicable to the type of service being provided. In addition, BellSouth will provide maintenance services on network elements purchased by SMNI which are timely, consistent and at parity with that provided when such elements are used for its own purposes.
- E.2 Maintenance support shall be available 7 days a week, 24 hours a day. Provisioning support shall be available at the same times at which BellSouth installs its own bundled local exchange services.
- E.3 Installation and service intervals shall be the same as when BellSouth provisions such network elements for use by itself, its affiliates or its own retail customers.
- E.4 In facility and power outage situations, BellSouth agrees to provide network elements leased by SMNI the same priority for maintenance and restoral as similar elements used by BellSouth for itself or its affiliates.
- E.5 The Parties agree that all interconnection arrangements and services will at a minimum be subject to technical standards which are equal to those that BellSouth affords to itself, any other LEC or other telecommunications carrier. This must, at a minimum, include parity in:
- Port features
 - Treatment during overflow/congestion conditions
 - Equipment/interface protection
 - Power redundancy
 - Sufficient spare facilities to ensure provisioning, repair, performance and availability
 - Mediation functions
 - Standard interfaces
 - Real time control over switch traffic parameters

EXHIBIT "C"

Page 15 of 121

- Real time access to integrated test functionality
- Real time access to performance monitoring and alarm data

F. Network Information Exchange

- F.1 BellSouth shall provide SMNI with information sufficient to determine an end user's existing service and feature configurations.
- F.2 BellSouth agrees to provide SMNI with all necessary engineering information regarding all unbundled network elements and combinations thereof, including information normally provided on records such as the detailed design layout records (DLR) for unbundled loops and circuits.
- F.3 BellSouth shall provide information to SMNI on a continuing basis required to keep SMNI apprised of engineering changes associated with BellSouth's network elements and its deployment of new technologies.
- F.4 BellSouth shall provide SMNI with a detailed description of the criteria and procedures used for handling facility and power outages.
- F.5 Where permitted by law, BellSouth will provide SMNI with electronic (magnetic tape and/or diskette) and hard copies of its Master Street Address Guide (MSAG), and any regular updates thereof.
- F.6 BellSouth will provide SMNI with access to a listing and description of all services and features available down to street address detail, including: Type of Class 5 switch by CLLI, line features availability by LSO, and service availability by LSO, as well as the data elements required by BellSouth to provision all such services and features.

G. Maintenance and Trouble Resolution

- G.1 BellSouth shall provide automated interfaces to SMNI for field dispatch scheduling, status of repairs and confirmation of repair completion. The mean time to repair unbundled loops shall be equivalent to the mean time to repair reported by BellSouth for its retail customers.
- G.2 Service centers shall be established by both Parties to handle service issues, escalations, resolution of billing issues and other administrative problems. Automated interfaces (such as the carrier gateway) shall be provided into a

EXHIBIT "C"

Page 16 of 121

centralized customer support systems databases for access to services and features purchased by SMNI from BellSouth.

- G.3 The Parties agree to establish a real time automated industry standard electronic interface (EBI) to perform the following functions:
- Trouble Entry
 - Obtain Trouble Report Status
 - Obtain Estimated Time To Repair (ETTR) and ILEC Ticket Number
 - Trouble Escalation
 - Network Surveillance - Performance Monitoring (i.e., proactive notification of "auto detects" on network outages)
- G.4 The Parties agree to adopt a process for the efficient management of misdirected service calls.
- G.5 BellSouth will provide SMNI with numbers for the appropriate repair center until such time as a center is established to act as SMNI's single point of contact for all maintenance functions which will operate on a 24 hour a day, 7 days a week basis.
- G.6 BellSouth will be responsible for all reported trouble and will perform required test and/or maintenance until such trouble report is turned back to SMNI.
- G.7 The Parties agree to establish an escalation process for resolving maintenance troubles.
- G.8 BellSouth shall perform Mechanized Loop Tests (Quick Test) at the request of SMNI while SMNI is on line.
- G.9 BellSouth shall provide progress status reports sufficient to enable SMNI to provide end user customers with detailed information and an estimated time to repair (ETTR).
- G.10 BellSouth will close all trouble reports with SMNI. SMNI will close all trouble reports with the end user.

EXHIBIT "C"

Page 17 of 121

- G.11 BellSouth will not undertake any work at an end user's request for which SMNI would be charged without obtaining the prior approval of SMNI. This includes authorizations by SMNI if a dispatch is required to the customer premises as well as verification of actual work completed. SMNI will coordinate dispatches to the customer premises. This includes dispatches for customer not-at-home.
- G.12 All Auto/Subscriber Line Tests (ALIT/SLIT) tests performed on SMNI customers that result in a failure will be reported to SMNI.
- G.13 BellSouth will ensure that all applicable alarm systems that support SMNI customers are operational and the supporting databases are accurate so that equipment that is in alarm will be properly identified. BellSouth will respond to SMNI customer alarms consistent with how and when they respond to alarms for their own customers.
- G.14 Nondiscriminatory emergency restoration and disaster recovery plans will be developed consistent with TSR essential line procedures. The plans should outline methods for the restoration of each central office in the local network provider territory as well as contain site specific restoration alternatives which can be implemented based on the magnitude of the disaster. Each plan should incorporate at a minimum the following elements:
 - a. A BellSouth single point of contact which shall be:
 - Responsible for notification of the SMNI work center
 - Responsible for the initiation of BellSouth's restoration plan
 - Responsible for status and problem resolution during the entire restoration process
 - b. A restoration equipment dispatch plan which will establish a:
 - Documented procedure on how equipment will be dispatched to the restoration site
 - Estimated maximum time for the restoration equipment to arrive on site
 - c. Prior notification, with the option to influence the decision of any scheduled maintenance activity performed by the local supplier that may be service affecting to SMNI local customers (*i.e.*, cable throws, power tests, *etc.*).

H. Billing for Network Elements

- H.1 BellSouth will bill all unbundled elements and associated services purchased by SMNI (either directly or by previous assignment by a customer) on no

EXHIBIT "C"

Page 18 of 121

more than two (2) consolidated statements per Point of Interconnection (POI) with sufficient billing detail to enable SMNI to reasonably audit such charges.

- H.2 Invoices must be presented monthly in a Carrier Access Billing Systems (CABS) and/or Customer Record Information System (CRIS) format in order to facilitate standard industry auditing practices. SMNI and BellSouth will agree on the flow and format of CARE records for correct provisioning and billing to IXC's.

I. Addition of Network Elements

SMNI may request that BellSouth allow purchase and interconnection of additional Network Elements at any time by making a demand in writing including a proposed revised Attachment C. BellSouth will respond in writing within thirty (30) days of receipt of such a request, and either accept or reject the service request. BellSouth may not refuse to make the requested Network Element available if its availability is required by FCC or state commission requirements, the Network Element is provided to any other telecommunications carrier, or interconnection is technically feasible and failure to obtain access to such Network Element might impair the ability of SMNI to provide telecommunications services. Pricing of such additional elements shall be provided within forty-five (45) days of receipt of the request for service, and shall be in accordance with the requirements of 47 U.S.C. § 252(d)(1). Actual interconnection and provision of service shall be provided within ninety (90) days of receipt of the service request.

V. LOCAL TRAFFIC INTERCONNECTION ARRANGEMENTS

A. Types of Local Traffic to Be Exchanged

The Parties agree to provide the necessary facilities and equipment to allow for the exchange of the following types of traffic between BellSouth and SMNI:

- A.1 Local Exchange: Local traffic to be terminated on each party's local network so that customers of either party have the ability to reach customers of the other party without the use of access codes.
- A.2 Exchange Access: The offering of access to telephone exchange services or facilities-based origination and termination of intraLATA or interLATA toll services.